

Virginia Social Services System Strategic Planning Steering Committee

Goal Champion Progress Report

Goal: Deliver high-quality customer-focused services

Date: January 19, 2005

Section 1: Performance Indicator Review

In order to measure that high-quality customer-focused services are being provided as desired, feedback via customer service surveys will be gathered by the local departments of social services from customers served as well as from community resources with which the agencies interact. The State Department of Social Services will gather customer service survey feedback from the local departments of social services to measure VDSS customer service.

Section 2: Progress Against Plan

- Committee Formed
- Local Agency Customer Service Survey:
 - Developed generic customer service/satisfaction survey after identifying core elements of a Customer Service Survey, review existing instruments. Review draft of customer service survey.
 - Draft presented to steering committee for feedback and approval.
 - Customer service survey instrument amended based on committee feedback.
 - Process for administering and evaluating survey developed.
 - Survey piloted in eight localities of different sizes and locations.
 - Results of pilot customer service survey compiled, evaluated and presented to steering committee and pilot agencies. Results used to establish statewide performance benchmark.
 - Survey process evaluated by pilot agencies. Changes to process and instrument made based on feedback.
 - Survey to be administered statewide.
- Virginia Department of Social Services Statewide Customer Service Survey
 - Developed generic customer service/satisfaction survey after identifying core elements of Customer Service Survey.
 - Review draft and present to steering committee for feedback and approval.

- Customer service survey instrument amended based on committee feedback.
- Process for administering and evaluating survey developed.
- Survey piloted in eight local agencies of differing size and location.
- Results of pilot customer service survey compiled, evaluated and presented to steering committee and pilot agencies. Results to serve as statewide performance benchmark.
- Survey process evaluated by pilot agencies. Changes to process and instrument made based on feedback.
- Survey to be administered statewide.

Section 3: Current or Anticipated Challenges or Impediments

No impediments to rollout identified.

Section 4: Next Steps

Finalize monthly update survey instruments and rollout customer service survey of Virginia Department of Social Services programs/processes and local agency customer service survey to first 1/3.